UNITED STATES DEPARTMENT OF AGRICULTURE
Farm Service Agency
Oregon State Office
7620 S.W. Mohawk Street
Tualatin, OR 97062-8121
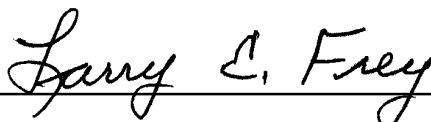
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**Oregon Notice
IRM-80**

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For: County Offices

Resolving AS/400-36 Exception List Problems

Approved By: State Executive Director

LEF:RAT:be   *Larry L. Frey*

1   Overview

A
Background   In the past, all incoming or outgoing transmission problems have been referred to an IT Specialist at State Office. This was done at the request of KCMO to reduce the number of calls made to the National Help Desk.

The Telecommunications Division Help Desk (TDHD) will now accept a FAX sent directly from a County Office **if it is an "Incoming Bundle Exception List" requesting that a "Missing File" be re-sent.**

B
Purpose   To provide County Offices with background information and the procedures to be followed when there is a "Missing File" on the "Incoming Bundle Exception List"

2   Background Information

A
Exception Lists   Start of Day actually produces 4 Transmission Exception Lists: Incoming Transmissions, Incoming Bundle, Outgoing Transmissions, and Outgoing Bundle.

Files listed on either of the "Outgoing" lists can usually be resolved at the County Office level by completing a Daytime Transmission. Incoming lists usually require some intervention by TDHD. The most common incoming exception is "Missing File" followed by one or more "Future Sequence" entries.

Continued on the next page

Disposal   Distribution

May 1, 2002   STO, DD, COR, COC, COF -

2 Background Information, *Continued*

A
Exception lists
Continued

The "File Missing" message occurs because a file was sent but not received. The transmitting computer at KCMO "thinks" the transmission was successful and keeps sending more files. The "Future Sequence" message then occurs because the receiving computer cannot process the second file until the first one has been processed and so on.

TDHD must be notified so the missing file can be re-transmitted to the County Office.

3 County Office Action

A
Missing File Exception List

If the Start of Day process produces an Incoming Bundle Exception List with one or more files listed as "Missing File", FAX the page to:

USDA-FSA-KCMO-Telecommunications Division
Attn: Help Desk

The FAX number is **816-823-4244.**

It will be helpful if you write a note on the page including the contact name and phone number and asking the Help Desk to send the missing file KKKcccnn (where "ccc" = the alpha code in the file and "nn" = the numerical sequence.) For instance:

"Please re-send file KKKCAX50. If necessary, contact Sissy Opp at 406-555-6879 X 100."

B
File Receipt

The file will be automatically received the next time End-of-Day is completed.

The Incoming Exception List that is produced by the next Start-of-Day will no longer show the "missing file". However, the Exception List will show one or more files waiting to be processed because Start-of-Day can process only one file at a time.

4 County Office Action, *Continued*

C
Process Incoming   When there are files on the Incoming Bundle Exception List but none of them are
Listed as "Missing File", Process Files Received During the Day (also known as
Process Incoming) will have to be repeated until the list is clear. To process
incoming files:

- Sign on with ORnnnCOM
- Take Option 4 on Menu FAX 271
- Take Option 6 on Menu FCA923. A "mini" Start-of-Day will run and will
  take about 5 minutes. Another set of Exception Lists will be produced.

Repeat these steps until the Exception Lists are clear.